CCTS Voicemail Instructions

DIR
Department of Information Resources

Cisco Unity Connection Voicemail Key Map

These are the instructions for using and programming voicemail on your CCTS phone.

Start Here

1. Call the CCTS voicemail system
   - From your desk phone at work, by pressing the message button, or
   - From any other phone, by dialing (512) 475-4888
2. Listen to the introductory message
   - If calling from other than your own work phone, Press *
   - Enter voicemail box number (last 5 digits of user's phone number)
3. Enter PIN number (your voicemail password)

At that point you will be connected to the Main Voicemail Menu.

Main Voicemail Menu

There are six main options: Press 1, 2, 3, 4, ✱ or 0. **(click following to jump to instruction)**

> Press 1 to PLAY NEW MESSAGES.
> Press 2 to SEND MESSAGES.
> Press 3 to REVIEW OLD MESSAGES.
> Press 4 for SETUP OPTIONS.
> Press * to EXIT.
> Press 0 to REPEAT MAIN MENU OPTIONS.

Press 1 to PLAY NEW MESSAGES.

Note: If you have voicemail messages waiting, your desk phone will have a light on. Once you have entered your PIN you will hear a prompt telling you how many messages you have and "**To play new messages, Press 1**", followed by other main options.. However, if you have no new messages, you will be prompted that "**You have no new messages,**" followed by other main options.

During Message Review
Note: These options are NOT prompted and can be pressed at any time.
   - Press **1** to restart message
   - Press **2** to pause I resume message
   - Press **3** to skip to the end of message
   - Press **4** to slow message down
   - Press **5** to get message details
   - Press **6** to speed message up
   - Press **7** to erase message
   - Press **9** to increase message volume
   - Press ✱ to go back to main voicemail box menu
   - Press **#** to skip message

After Message Review
Note: These options will be prompted.
   - Press **1** to repeat message
   - Press **4** to reply

Press **5** to hear message properties
Press **6** to forward the message to someone in the DIR voicemail system
Note: Process is the same as sending message from main voicemail box menu
Press **7** to delete message
    Note: once deleted, the next messages is provided or if none, returned to the main menu.
Press **9** to save the message
Press **✱** to go back to the main voicemail box menu

Press 2 to SEND MESSAGES.

Sending messages is a way to send a voice message that will go directly to another CCTS voicemail box. The message is sent *without* ringing the number. Also, by sending a message you can forward a voicemail that you receive to another CCTS voicemail box.

Process for sending or forwarding a message

1. Record introduction (Press 8 to pause / resume recording)
2. Spell the name of the person or distribution list or press ## to enter extension number
3. Press # to accept person or distribution list

Press **#** to forward a message
Press **✱** to cancel the forward
Press 1 to mark message as urgent
Press 2 to to receive return receipt
Press 3 to mark as private
Press 4 for a future delivery
Press 5 to review message
Press 6 to record introduction
Press 7 to add to the introduction
To add a person or distribution list, press 91
To hear all names and delete any, press 92
To copy yourself on the message, press 95

Press 3 to REVIEW OLD MESSAGES.

Process to review old messages
Press **1** for saved messages
Press **2** for deleted messages
    Note: Deleted messages are maintained on the system for 15 days.

Press 4 for SETUP OPTIONS.

Setup options are the ways in which you can create a greeting to answer your phone when you are away and to prompt callers to leave messages. There are seven setup options: Press 1, 2, 3, 4, 5, 0 or **✱**.
  Note: You can create and change greetings from your CCTS desk phone or from any phone. First you must access your Main Voicemail Menu. Then, Press 4 to enter Setup Options.

Press 1 for Greetings – setting up or changing voice greetings
Your current greeting will play and then you will have the following options:
Press **1** to rerecord the CURRENT greeting
Press **2** to turn on alternate greeting
    - Press 1 to set an end date and time for the alternate greeting
    - Press # to leave on indefinitely
Press **3** to edit alternate greetings
    There are several types of alternate greetings and are as follows:
        - **Standard** - plays during normal business hours - used if none of the other greetings below are recorded and programmed)
        - **Closed** - this greeting can be programmed to play during closed business hours

- **Alternate** - this greeting can be programmed to play during special situations, such as vacation
- **Busy** · this greeting can be programmed to play when you are on the phone
- **Internal** - this greeting can be programmed to play when caller is internal caller
- **Holiday** - this greeting can be programmed to play on scheduled holidays

Press **4** to play all greetings (Note: If you have not recorded any other greeting, besides your standard greeting, your standard greeting will play for all situations)
Press **0** for help
Press ***** to return to main setup options menu

Press 2 for message setting

Press 1 to change message notification
Cisco Unity Connection can call a phone or pager to notify you of new messages. You can turn notification on and off, and change the notification phone numbers for these devices.
Press 3 to change menu style - Select a full or brief menu
Press 4 to change your private list· You can use private lists to create your own groups of voice message recipients. Whe you address a voice message to one of your private lists, all of the recipients on the list receive the message. Only you can send voice messages to your private lists.

Press 0 to replay menu options
Press * to return to main setup options menu

Press 3 for preferences

Press 1 to change PIN·- PIN must be at least 4 digits long
Press 2 to change your recorded name
Press 3 to change your directory listing - changes your listing status
Press 0 to replay menu options
Press ***** to return to main setup options menu

Press 4 for transfer settings

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls which are from callers who do not dial you directly. (For example, callers who use the directory to reach you) You can choose to answer indirect calls, or you can have indirect calls routed immediately to voicemail.
Note: Your Connection transfer settings do not apply for direct calls (those outside callers or other callers who dial your personal phone number to reach you)
Press 1 to change standard transfer rules
Press 2 to change alternate transfer rules
Press 3 to change closed transfer rules
Press 4 to change personal call transfer rules
Press 0 to rep lay menu options
Press * to return to main setup options menu

Press 5 for Zero Out settings

Note: Prompt 5 will not be presented if the Zero Out entry is blank

Press 0 to replay Setup Options menu

Press * to go back the Main voicemail box menu

Press * to **EXIT**.

Press 0 to **REPLAY MAIN MENU OPTIONS**.